

**Emergency Outreach Bureau Provides Support, Assistance and Treatment
Following LAX Shooting
By Kathleen Piché, Public Affairs Director**



The Los Angeles County Department of Mental Health (LACDMH) Emergency Outreach Bureau (EOB) used the Support, Assist and Treat (SAT) model to help LAX airport staff and survivors following the Nov. 1 rampage. Under the direction of Deputy Director Tony Beliz, Ph.D., a disaster plan was implemented at the start of the incident on November 1st; the EOB Alpha 1 team is dedicated to LAX disaster issues. The Alpha team worked through Los Angeles World Airport (LAWA) Office of Emergency Management (OEM) and the Transportation Security Administration (TSA) to provide any logistical or treatment services needed every day from November 1st to November 12th. The American Red Cross also maintained a presence to assist those in need.

Although TSA and other employees activated their EAP programs, EOB Alpha teams supported and reinforced their efforts as many employees and witnesses were impacted by the event and welcomed the support, assistance, and interventions offered by Alpha 1. LACDMH is offering six counseling sessions to survivors and responders that may need additional help.

US Atty. Gen. Eric Holder spoke at the memorial ceremony at the L.A. Sports Arena on November 12, 2013, to honor Gerardo I. Hernandez, the first TSA agent killed in the line of duty. Acting Secretary of Homeland Security Rand Beers also spoke, along with TSA Administrator John Pistole and Los Angeles Mayor Eric Garcetti. Following the memorial ceremony, a procession of law enforcement drove to terminal 3 at LAX where lines of TSA agents acknowledged the memory of Hernandez by saluting.



Ana Hernandez, wife of the fallen agent, said, “On that day, he protected more than the traveling public. He protected his team ... and for that, he is our hero.”

Events, such as the incident at the Los Angeles International Airport (LAX), are unexpected and challenge our sense of safety and security. We know that sudden, unforeseen events can result in a range of emotional reactions which are normal and are to be expected.

There are several things you can do to help yourself, your family and others when these incidents occur:

- Reassure your family and loved ones, especially your children, that law enforcement and first responders acted decisively to end the event, and are doing everything possible to return to normal business.
- Help your neighbor or others if they are having severe reactions to the event.
- Avoid over-exposing yourself and your family to the incident via the media (e.g., news coverage, social media, etc.)
- Resume your routine as much as possible.
- Try to avoid the immediate area, as well as nearby areas, where the incident has occurred.

The Los Angeles County Department of Mental Health (LACDMH) encourages residents to call the 24-hour ACCESS helpline (1-800-854-7771) if they feel the need to speak with a professional. The confidential helpline is available year-round for the community.

